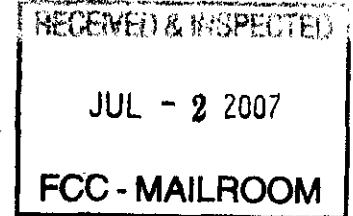




**Sprint Nextel**  
401 Ninth Street, NW Suite 400  
Washington, DC 20004  
Office: 800.713.6327  
Fax: 866.486.7852  
Video IP: ewan.mysprint.tv

**Karl A. Ewan**  
Agency Liaison – Federal Relay  
Account Manager – Delaware Relay  
Account Manager – Virginia CapTel

DOCKET FILE COPY ONLY



20 June 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Room TW-B204  
Washington, DC 20554

**Re: Re In the Matter of Telecommunications Relay Services and Speech-to-Speech for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123**

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, I am submitting the complaint log and CD for Virginia's CapTel provider, Sprint, for the period June 1, 2006 through May, 31, 2007. During that time, Sprint received 29 complaints. This filing does not include the total number of relay calls by type. Sprint will provide this separately under seal since call volume information is proprietary and confidential.

I am copying this letter to the State of Virginia as the state is encouraged to send an additional printed copy on or before 2 July 2007 to the Consumer & Governmental Affairs Bureau of the FCC to Ms. Pam Gregory in room 3-C417 at the above address.

If you have questions regarding this matter, please contact me at 800.713.6327.

Thank you,

Karl A. Ewan  
Account Manager – Delaware Relay

cc: Clayton Bowen, Virginia Relay Administrator  
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**Complaint Tracking for VA (06/01/2006-05/31/2007). Total Customer Contacts: 29**

[illegible]

5/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
5/07	Service - General	03/05/07	Technical problem identified. Resolution provided by network vendor.
8/07	Disconnect/Reconnect during calls	02/28/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
3/07	Accuracy of captions	01/23/07	Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time and CA number for more specific follow up.
2/07	Service - General	01/12/07	Inbound call technical problem reported at 8:15 am CT on 1/12/07 resulted in increased queue times. The problem was completely resolved at 10:28 am CT by CapTel Technical Support.
9/07	Account Login Failure	01/09/07	Unit's account activated. Unit now operational.

08/07	Disconnect/Reconnect during calls	01/08/07	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
05/07	Sound Quality - CapTel user sounds far away & under water	01/05/07	Customer reported some callers mentioning this. Test call did not display this incidence. Suggested customer keep a log of problematic calls documenting the date, time and CA ID number, and report them to us for further investigation.
03/07	Disconnect/Reconnect during calls	01/03/07	Shared with VA outreach person information as to why disconnection/reconnection might occur and shared tips on things to check to reduce occurrence while at the customer's home on a visit. Offered ongoing assistance if needed to customer and outreach provider.
12/06	Disconnect/Reconnect during calls	12/14/06	Explained to customer difference between a CapTel telephone and a traditional phone. Explained to customer why disconnection/reconnection might occur and gave tips to reduce occurrence. Advised customer to have local telephone service provider test line.
07/06	Disconnect/Reconnect during calls	12/07/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
02/06	Agent didn't know the Customer Service phone number or how to transfer there so asked the agent asked the customer to phone back to get the number.	12/01/06	Apologized for the problem and assured that the complaint would be sent in as stated. No call back requested. Unable to do any follow up as this agent is no longer employed with relay.

02/06	Agent left a strange email address on customer's answering machine message and didn't spell it out which made it very hard to understand	11/21/06	Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back requested. Met with the CA concerning this issue. The date of which this contact was made was a day the CA was not working (nor the day before or the day after). Without more information on this, unable to do any further follow up.
17/06	Disconnect/Reconnect during calls	11/17/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
17/06	Sound Quality - Static	11/17/06	Provided customer with general suggestions to resolve static sounds.
08/06	Disconnect/Reconnect during calls	11/08/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
16/06	Disconnect/Reconnect during calls	10/18/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent email with tips to reduce occurrence.
22/06	Disconnect/Reconnect during calls	06/22/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might occur and sent letter with tips to reduce occurrence.

06/06	Captions lag too far behind voice	06/06/06	Apologized for incidence of delayed captions; provided explanation of the nature of captioned calls* defined "normal" 3-4 second delay* and asked customer to provide additional information on unsatisfactory calls for further investigation.
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**Karl A. Ewan**  
Agency Liaison - Federal Relay  
Account Manager - Delaware Relay  
Account Manager - Virginia CapTel

JUL - 2 2007

FCC - MAILROOM

DOCKET FILE ONLY ORIGINAL

20 June 2007

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Room TW-B204  
Washington, DC 20554

**Re: *Re In the Matter of Telecommunications Relay Services and Speech-to-Speech for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123***

Dear Ms. Dortch:

In compliance with 47 C.F.R. 64.604 and CG Docket No. 03-123, I am submitting the complaint log and CD for Delaware's TRS provider, Sprint, for the period June 1, 2006 through May, 31, 2007. During that time, Sprint received 7 complaints. This filing does not include the total number of relay calls by type. Sprint will provide this separately under seal since call volume information is proprietary and confidential.

I am copying this letter to the State of Delaware as the state is encouraged to send an additional printed copy on or before 2 July 2007 to the Consumer & Governmental Affairs Bureau of the FCC to Ms. Pam Gregory in room 3-C417 at the above address.

If you have questions regarding this matter, please contact me at 800.713.6327.

Sincerely,

Karl A. Ewan  
Account Manager - Delaware Relay

cc: Constance Welde, Delaware Public Service Commission  
Julia M. Joyce, Verizon Delaware  
File

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JUL - 2 2007 Complaint Tracking for DE (06/01/2006-05/31/2007). Total Customer Contacts: 7

Complaint FCC - MAILROOM	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/05/07	HCO customer stated that the agent was unable to process HCO call properly. When agent dialed out, agent sent the ringing macro. Customer then interrupted and informed the agent that they are not to type and the agent replied by typing.	06/05/07	Apologized to the customer and assured the customer that they would stand by and assist the agent with the call. No follow up necessary. Agent was coached on proper procedure when receiving and placing HCO calls.
7/22/07	Customer stated operator left a message on his voice answering machine that was voiced so quickly and unclearly that he could not understand what it said. He had 9 other people in the office listen to it and they could not understand it either. Customer works for a public agency and the person calling must have needed help and unfortunately he cannot help them because he can't understand anything on the message.	02/22/07	Apologized to the customer and informed him that all centers would receive this so they could coach their operators to speak slowly and clearly. Customer satisfied with this and does not want a call back. Forwarded customer contact to all centers. Sprints training department will assure that a review is distributed to all call centers.
7/21/06	DE hearing customer not able to get through to her hearing impaired mother because of caller ID issue. When the caller calls through relay, her number does not transmit to the caller ID, and the mother will not pick up because she thinks it is a telemarketer.	12/21/06	When customer service called the mother without relay, her number showed and the mother picked up. Customer Service apologized to the customer, and turned in Trouble Ticket. Follow up needed.
7/12/06	VCO and voice callers have problems calling each other via relay for the past two months, but last 2 weeks became "critical" as VCO relies on voice customer for assistance. Calls go through without problems when relay is not used (caller ID works too) but when calling thru relay, calls don't go through (busy, recording states number is "blocked" or line disconnects) and caller ID does not work. VCO had no problem calling voice customer at 801-484-9072.	12/12/06	Caller talked with technician on 12/08/06 and was told that Verizon may have "bought into areas that MCI once had." Caller needs the "trailer code to see how to process call." Caller wanted letter response.  Reassigned to state AM for follow up with customer.  12/26/06 - Customer has not gotten back to tech with any information. Tech had previously informed the customer how to resolve the issue themselves. Customer seemed to indicate switching LD providers may also be an option. Contact is due to no further information being available to send any letter or further information.

08/05/06	DE VCO Customer called to complain that she got a garbled message on her VCO answering machine.	08/05/06	<p>Entered Trouble Ticket; customer requested follow up. This was an addition to the previous complaint, which was closed. The customer called back with more information, saying the garbled message occurs every time she is called by one specific number, not by any other numbers. Re-opened Trouble Ticket.</p> <p>Continued contact with consumer, Called three times and left a message on answering machine. No contact back. Case closed.</p>
08/02/06	Voice caller reported that his friend (TTY) has not been able to reach his number calling from DE to MD since last 8-25. When calls go through MN call center they disconnect without even a ring. A test call made today did allow a call to go through to the number when it went through NJ call center, but a test through MN call center still did not work.	08/02/06	Apologized for the inconvenience and told the caller a Trouble Ticket would be entered. No follow up requested.
06/21/06	HCO caller said CA didn't press space bar when dialing. HCO user upset that CA didn't process correctly.	06/21/06	<p>Forwarded the complaint on to CA's supervisor. Will recommend a little retraining on HCO calls if supervisor feels it is necessary.</p> <p>This CA was coached on proper HCO procedure. She is no longer an employee of CSD.</p>